

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Travaux publics et Services gouvernementaux
Canada
Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7^{ème} étage
Montréal
Québec
H5A 1L6
FAX pour soumissions: (514) 496-3822

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7^{ème} étage
Montréal
Québec
H5A 1L6

Title - Sujet OCPR: Serv. D'Aide Temporaire		
Solicitation No. - N° de l'invitation E6MON-130004/A		Date 2013-08-30
Client Reference No. - N° de référence du client E6MON-13-0004		Amendment No. - N° modif. 004
File No. - N° de dossier MTA-3-36097 (250)	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$MTA-250-12385		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2013-08-13
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-09-06		Time Zone Fuseau horaire Heure Avancée de l'Est HAE
Address Enquiries to: - Adresser toutes questions à: Benshila, Benmoussa		Buyer Id - Id de l'acheteur mta250
Telephone No. - N° de téléphone (514) 496-3474 ()	FAX No. - N° de FAX (514) 496-3822	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

AMENDMENT No 4

PLEASE TAKE NOTE OF THE ASKED AND ANSWERED QUESTIONS DURING THE OFFEROR'S CONFERENCE AND OF THE FOLLOWING AMENDMENT OF THE PRESENT REQUEST FOR STANDING OFFER No E6MON-130004/A.

The purposes of this amendment are

- a) Answer questions asked before the Offeror's conference
- b Present a synthesis of the elements discussed during the conference
- c) Present the general questions asked during the conference, and the answers
- d) Present questions asked since the Offeror's conference and the answers
- e) Make amendments to the Request for Standing Offer

a) Answer questions asked before the Offeror's conference

No	Page	Section	Question
1	RFSO 5 of 22	PART 2, 3	<p>We note that the Former Public Servant (FPS) section is now under PART 2 – OFFEROR INSTRUCTIONS, rather than PART 5 – CERTIFICATIONS. Should we include our response to the Former Public Servant (FPS) section within Section III: Certifications or within Section I: Technical Offer?</p> <p><i>Your response can be included in any section</i></p>
2	RFSO 10 of 22	PART 4, 2	<p>This section states “The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.” This statement seems to indicate that there will be a single winner. Please confirm that, in fact, there will be multiple qualifiers in each region and stream and that a catalogue of prices will be compiled including all qualifiers.</p> <p><i>Yes. There will be multiple qualifiers in each region and stream, if there offers are declared responsive .</i></p>
3	RFSO 14 of 22	PART 7, A, 2.2, #2	<p>Will <u>all</u> temporary employees require access to PROTECTED information/assets (and, therefore, require RELIABILITY clearance), or will this</p>

			<p>requirement vary depending on the Identified User and/or position?</p> <p><i>The call-up will specify when reliability clearance is required for the THS employee</i></p>
4	RFSO 14 of 22	PART 7, A, 3.2	<p>We note the requirement for usage reports at the end of each reporting period. Please confirm that the frequency of these reports is monthly, as per the example provided in the annexes.</p> <p><i>See paragraph 3.2 page 14 of 22 . It is mentioned that the reports are required to be monthly</i></p>
5	ANNEX B	3	<p>With respect to billable interview hours (i.e. when interviews are requested by Identified Users), please confirm that these are to be billed at the hourly rate proposed by the Offeror for each respective mandate.</p> <p><i>Yes. It is confirmed. They will be billed at the hourly rates proposed in the financial offers.</i></p>
6	ANNEX B	3	<p>For Components 4 and 5, please confirm that Offerors are entitled to bill four (4) hours per interview, as of the fourth interview.</p> <p><i>Yes, it is confirmed. Only starting from the fourth interview.</i></p>
7	ANNEX E	3	<p>Annex E states that the catalogue will be made up of "rates accepted pursuant to the terms set out in the RSO". Will the catalog include <i>all</i> rates of bidders meeting mandatory criteria? If not, please clarify what will determine if a rate will be accepted.</p> <p><i>See question/answer 2 of this table.</i></p>
8	ANNEX J		<p>Please confirm whether we must include a completed and signed PWGSC-TPSGC 229 Form for each of our firm's directors with our bid or if a list of our directors will suffice at this stage.</p> <p><i>Neither completed and signed PWGSC-TPSGC 229, nor list of directors at this stage. See Part 5 – 1 - 1.1 page 10 of</i></p>

			22. Of the RFSO. See also the answer given at item d) of this document.
9	ANNEX K	1	<p>Our understanding is that we are to submit a minimum of three (3) letters of reference (Appendix L), from three (3) different clients, detailing at least five (5) mandates – and that satisfying this minimum requirement will qualify our firm for <u>all</u> streams and <u>all</u> classifications. Please confirm if this understanding is correct.</p> <p><i>3 different clients and at least 5 mandates concerning these 3 clients in all (Not 5 mandates per client). Yes, it is confirmed that if your offer meets this requirement, this will qualify your firm for all streams and all classifications.</i></p>
10	ANNEX K	1	<p>Please confirm whether five (5) THS mandates are required <i>per stream</i> or for the entire bid. E.g. If our firm wishes to bid on all five (5) streams, will five (5) THS mandates total suffice, or do we require 25 mandates (5 mandates x 5 streams)?</p> <p><i>It is required at least 5 mandates for the entire bid.</i></p>
11	ANNEX K	1	<p>Please clarify what is meant by “in one or more categories”. If our firm would like to bid on all five (5) streams/categories, do we need to provide mandate(s) <i>from each category</i> or will mandates from a single category suffice to qualify for all streams? E.g. If our firm is bidding on all five (5) streams/categories, but we only provide the required number of mandates from Stream 1 – Office Support, will we still qualify in the other four (4) streams?</p> <p><i>Mandates from a single category suffice to qualify for all streams, whatever category it is. The objective is to demonstrate that the company has already provided temp hep service and has gained a good experience in this field</i></p>
12	ANNEX K	1	With respect to the requirement that mandates be provided within four (4) years of the closing date

			<p>of the RFSO, must our firm have provided these services for four (4) <i>consecutive</i> years? E.g. If our firm filled a THS mandate for a client in 2010 and 2013 but not the years in between, will this mandate qualify?</p> <p><i>No. It is not required that the company to have provided services for four consecutive years. It is sufficient to be within 4 years of the closing date of the RFSO.</i></p>
13	ANNEX K	1	<p>Must the mandates we provide as reference be with <u>current</u> clients? E.g. If our firm filled a THS mandate in 2012 but we do not currently work with them, will this mandate still qualify?</p> <p><i>It does not matter if is a current client or not. It is required to have filled these mandates for 3 different clients.</i></p>
14	ANNEX K	1	<p>Please define "full-time":</p> <ul style="list-style-type: none"> • Must a mandate be <i>consistently</i> over 35 hours/week or can it be an <i>average</i> of more than 35 hours/week? E.g. If a resource works 40 hours one week and 34 hours the next, will the mandate qualify? • What length of time must a resource have worked for over 35 hours/week to qualify as "full-time"? E.g. If we filled a mandate at 37.5 hours/week but the mandate was only one (1) week long, will this mandate qualify? <p><i>– The mandates have to have been filled for at least 35 h/week. For every worked week, the resource has to have worked for at least 35 h / week.</i></p> <p><i>-We accept mandates of one week. However, it is better to demonstrate your large experience by providing consistent mandates.</i></p>
15	ANNEX K	1	<p>If a resource takes a sick day or there is a statutory holiday during one of the weeks in a given mandate, will this disqualify the mandate because the mandate was less than 35 hours that particular week?</p>

			<i>We think that you are able to provide as a professional and experienced firm mandates over 35 h/week for weeks without statutory holydays or sick days.</i>
16	ANNEX K	1	<p>Must <i>all</i> mandates at a given client reference be more than 35 hours/week? E.g. If we provide details on a mandate that is over 35 hours/week but other similar mandates at the same client are under 35 hours, will this disqualify the reference?</p> <p><i>All mandates must be more tat least 35 h /week.</i></p>

b) Present a synthesis of the elements discussed during the conference

The conference took place as scheduled on Thursday, August 22, 2013 from 9:00 AM to 11:00 AM in room Nunavut at PWGSC - 800, de la Gauchetière W. Street, Portal South-East, 7 th floor.

Offeror's conference plan.

Introduction :

- Presence sheet signature and introduction of PWGSC's members who are M. Benmoussa Benshila, Supply Specialist and Mrs Jenny Yee, Supply Specialist.
- The meeting duration was of about 2 hours and was conducted in both official langages.
- The purpose of the meeting was to clarify issues concerning the files E6MON-130004 / A (Request for Standing Offer for Temporary Help Services for the Region of Quebec) and E6MON-130008 / A (Request for Standing Offer for Temporary Help Services reserved for Aboriginal enterprises in the Region of Quebec).
- Since there was no company declaring itself Aboriginal and present at this conference, no question was asked about the Request for Standing Offer No E6MON-130008 /A.
- Therefore, this conference was related only to the Request for Standing Offer No E6MON-130004 /A. This is the supply tool for temporary help services in the Region of Quebec which will be in place as of the fall of 2013.

Conference objectives :

1. Overview of the invitation

- This overview was made throughout the entire document of the Request for Standing Offer.

- Special attention was directed to the details of mandate which are indicated especially in Appendix A, also to the security requirements: Offerors who already have a security clearance were asked to ensure that their security clearance is still valid.

All sections of the offer preparation instructions were discussed and explained: the offers must be correctly addressed; time is of the essence. The Offerors were advised to ensure also that all the required offers' documents (certificates, documents to meet the requirements of Appendix K - Evaluation Criteria) are filed on time and provided with the offer.

- Finally, it was explained to the present offerors that all asked questions will be answered, through amendments on buyandsell.gc.ca

2. Any question related to the current procurement process was noted;

3. Answer questions already asked that were not answered on buyandsell.gc.ca.

c) Present the general questions asked during the conference, and the answers

This item contains the asked questions during the conference. Written responses shall prevail in case of discrepancy between words pronounced during the conference and written text. So this text prevails.

During the conference, most of the questions were asked in French and most of the answers were given in both official languages, and for those, given in French, they were to the satisfaction of all Offerors present.

QUESTION 1

Who has to complete the documents with the list of directors' names? (This is mentioned in the Request for Standing Offer, in part 2 of 2 of **PART 5 - CERTIFICATIONS - 1. Mandatory Certifications Required Precedent to Issuance of a Standing Offer - 1.1 Code of Conduct and Certifications - Related documentation.**

ANSWER 1

The Contract Authority will request the list of company directors whose offers have been accepted **prior to the awarding of standing offers**. This list, which includes the names of board directors and affiliated companies, will be verified by the Special Investigations Directorate. See also the answered question in item d) of this document.

QUESTION 2

Can we use a single column and delete the others by completing Annex 2 - Pricing, since we will be offering rates in only one geographical area (one column)?

ANSWER 2

No. Annex 2 - Pricing must be submitted in its entirety with the offer. None of the columns should be deleted; simply leave the cells in which you do not offer service empty. This will make it easier to record the rates when creating the catalogue.

QUESTION 3

Should the rates be shown including taxes or should taxes be shown separately?

ANSWER 3

No, although it is stated in **Section II: Financial Offer of PART 3 - OFFER PREPARATION INSTRUCTIONS - 1. Preparation instructions** that the total amount of applicable taxes must be shown separately, the rates must be shown without taxes.

QUESTION 4

Is security clearance still required for the temporary help services listed in this Request for Standing Offer?

ANSWER 4

Absolutely. No offer is awarded to a company if it does not have security clearance. **Point 3 - Security Requirements of PART 1 - GENERAL INFORMATION, Part 6 - Security, Financial and Insurance Requirements and Part 7 - Standing Offer and Resulting Contract Clauses** of the Request for Standing Offer state this explicitly.

QUESTION 5

Does secret security clearance have to be renewed at the same (secret) level or can it be renewed for a lower level?

ANSWER 5

This is a decision that the company will make internally. It must be ensured, at all times, that at least reliability status is required, as described in **2.1 Security Requirement for Canadian Supplier of PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES - A. Standing Offer 2. Security Requirements.**

QUESTION 6

In Annex A, points 3.2 and 3.5, which mention "specific individual," seem to be contradictory.

ANSWER 6

They are not contradictory because "specific individual" in 3.5 refers to the résumé of a specific person sent by the Offeror to a user specified by the standing offer in the 48 hours required. This does not guarantee, however, that the same individual will be sent once the résumé has been accepted. The Offeror has the flexibility to send another individual, as long as that person has the same characteristics as those described by the résumé accepted.

QUESTION 7

Are interviews entered in usage reports in the form of call-ups?

ANSWER 7

Yes, by indicating that it is an interview.

QUESTION 8

Are the 35 hours a week required by Annex K - Evaluation Criteria and Annex L - Offeror Reference Letter minimum amounts?

ANSWER 8

Yes. It must be demonstrated that the services mentioned were provided on a full-time basis, that is, the resource worked at least 35 hours a week.

QUESTION 9

Do the letters required by Annex K - Evaluation Criteria and Annex L - Offeror Reference Letter have to be the originals?

ANSWER 9

Yes, only the originals containing the original signatures will be accepted.

QUESTION 10

What are Annexes G, H, I and J

ANSWER 10

Annex G is the Standing Offers Reporting Periodic Usage Report template.

Annex H is the document relative to the security requirements. It is titled «**Security Requirements Check List (SRCL)**» in English.

Annex I is the Correctional Service of Canada (CSC) form which is titled «**Institutional Access CPIC Clearance Request**» in English.

Annex J is the **PWGSC-TPSGC 229 Form** which is titled «**Consent to a criminal record verification**» in English

d) Questions asked since the Offeror's conference and the answers

QUESTION concerning certificates (point 2) - Mandatory certifications required Precedent to Issuance of a Standing Offer

1.1 Code of Conduct and Certificates: (point 2) asked to provide the filled following certifications. Do we have to fill anything or should we provide them later?

I think we need to provide is the Certification of corporate of our agency and the Employment Equity Certification. Should we provide other certificates now?

What is the Code of Conduct and Certificates?

ANSWER:

The answer to this question could be found in Article 1 - point 4 of the Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements - 2006 (2013-06-01):

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/15>

4. Offerors who are incorporated, including those submitting offers as a joint venture, must provide with their offer or promptly thereafter a complete list of names of all individuals who are currently directors of the Offeror. Offerors submitting offers as sole proprietorship, including those submitting offers as a joint venture, must provide with their offer or promptly thereafter the name of the owner. Offerors submitting offers as societies, firms, or partnerships do not need to provide lists of names. If the required names have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply will render the offer non-responsive. Providing the required names is a mandatory requirement for a Standing Offer to be issued.

Canada may, at any time, request that an Offeror provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) for any

or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the offer being declared non-responsive.

2) The proof of incorporation of the company is also listed in the Annex K Evaluation Criteria

3) The Code of Conduct is also explained in the same instructions.

e) Make amendments to the document of the Request for Standing Offer

1) Part 2 of 2 of the document - page 4 of 22 - **PART 1 - GENERAL INFORMATION - 2. Summary**

- DELETE:

Standing Offers will be issued for a period of one year, plus two option years.

- INSERT :

Standing Offers will be issued for a first period from October 1st, 2013 to May 31st, 2014 plus two option years from June 1st, 2014 to May 31st, 2015 and from June 1st, 2015 to May 31st, 2016.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.